



TEAM MANAGER GUIDE

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Email leadmanager@ottawafc.com with any suggestions and/or updates you would like to see on this page.

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INTRODUCTION

Thank you for volunteering! Your contribution will help kids get the most out of their soccer experience. Team managers are a valued member of the team. The job of a Team Manager is to provide administrative services to coaches and parents so the players can play at the right time, at the right place and with the right attitude!

This online guide was created to ensure you have all the information and contacts to assist you in running a successful season. It provides the basis for managing a competitive team. Please keep in mind that with the ongoing changing of policies and procedures from our club, district association (Eastern Ontario District Association, EODSA) and Ontario Soccer, the information in this online guide will be updated as required.

If you have questions at any time, please don't hesitate to contact the Lead Manager (Competitive and Academy) at leadmanager@ottawatfc.com. We are here to help!

IMPORTANT NOTE: Do not contact EODSA or other leagues (ERSL, etc.) directly, unless specifically instructed to, as the club may be fined.

GETTING STARTED

Please read through the entire guide to gain a better understanding of your responsibilities.

- Manager coordinator contact
- TeamSnap account
- Volunteer profile
- Mandatory certifications for team staff
- Team list/Team roster report (TRR)
- Player cards

LEAD MANAGER CONTACT

Your first step once you have agreed to become a Team Manager is to establish contact with the Club's Lead Manager at leadmanager@ottawatfc.com. **Make sure to include the team information (ex.: U14 Girls Regional team) and coaches' names in your email.** This will ensure your contact is added to the distribution lists when information is sent throughout the season.

This mailbox should be your primary contact with the club, after your coach, unless otherwise noted. A good practice to establish on your team is to ensure that communication with the club starts with one contact. This avoids creating extra work and confusion for all parties particularly if the Coach uses one Club contact and the Manager another.

TEAMSNAAP ACCOUNT

The club provides TeamSnap accounts to all competitive and academy teams. This is a very useful scheduling and communication tool to help manage your team activities. Please contact leadmanager@ottawatfc.com who can set this up for your team. You should see it in your TeamSnap dashboard.

Once your TeamSnap account is created you can use this tool to add your players and coaches to it. Your coach will provide you with a list of players and their contact emails. You will use TeamSnap to notify your players/coaches of games, practices and other events.

VOLUNTEER PROFILE

When you registered your child, you would have paid a “non-volunteer fee”. Any person who volunteers for the Club in an official capacity such as a team manager, treasurer or convenor, will receive this fee back as a credit on their account once the season is over.

To receive this credit, the club **MUST** have your *volunteer profile* in their system. You create this by filling in a *Team Official Application* OR *Volunteer Application*. You can complete this application in one of two ways:

- 1) When you register your child, you will have the option to complete a volunteer application,

OR
- 2) If, after you registered your child, you want to volunteer:
 - a. Sign in to the [PowerUp](#) account **that you used to register your child** and go to the “Volunteer Now!” section. **DO NOT create a new account.**
 - b. Select *Team Official Application*. As a manager, you are part of the team staff, the *Volunteer Application* is used for individuals who want to volunteer for general volunteer tasks (i.e., non-team related) that will be assigned by a club representative.
 - c. Click on the “*Apply Now*” button next to your name to bring up the application. If your name does NOT appear in the Volunteer Now! section, go to “*Profile, Add a Player*” and add yourself. You can then return to “Volunteer Now!” and fill in the applicable application.

Note: Adding yourself as a player is simply the systems way to keep your “family” information under one account in PowerUp. This also greatly assists when processing volunteer credits in situations where the person “volunteering” is NOT the main account holder.

- d. Submit the application for approval.

Note: Managers, please encourage all your volunteer bench staff to complete their volunteer profiles by providing them with the instructions at the following link: [Coach’s Corner](#). Remember this is a necessary step, if the person volunteers and wants to receive their credit at the end of the season.

- 3) Once all Team Staff have created their “volunteer profiles” in PowerUp, they can then be registered with Ontario Soccer; this is discussed further under the section titled Team List & Team Roster Report (TRR) below.

MANDATORY CERTIFICATIONS FOR TEAM STAFF

Ontario Soccer requires all Coaches (and Assistants), Managers (and Assistants) and Treasurers to have specific mandatory certifications to ensure individuals have the qualifications they need for their position. These consist of one or more of the following depending on the person's role within the team:

- Minimum Coach License
- MED (Making Ethical Decisions) course
- RIS (Respect in Sport) course
- Making Head Way course (optional)

In addition to the above, Ottawa TFC has the following requirements:

- Volunteer profile
- Valid police check
- Preferred Coach License
- References

On the Ottawa TFC website, there is a chart with the [Mandatory Certification for OTFC Team Staff](#) which summarizes the above certifications and requirements by age, level, and team role. It would be best to send this to your team staff (except the equipment manager, no certification necessary). The information and instructions needed to complete the above-mentioned requirements can be found in the [Coaches Corner](#). As a Team Manager, make sure you have the proper certifications.

PLAYER REGISTRATION FEES

Players will most probably have signed up and paid for the base competitive fee prior to evaluations. After the evaluations are completed, the player will be placed on a squad. An ADDITIONAL competitive fee will be applied to the players' account.

Returning player: Players who trained in the previous Fall/Winter programs are placed onto teams. Academy and Competitive players do not need to register for the evaluations.

New or Open/Recreational player: If the player is new to the Club or they did not train with us in the previous Fall/Winter season, the player will have to register for the Competitive Evaluation Fee. Once completed, staff coaches will contact you by email.

Some information about the evaluations:

- *Evaluation fee* – may or may not be applicable. Generally, applies to players who did or did NOT play with Ottawa TFC in the previous season.
- *Base competitive registration fee* - The base competitive registration has a very important player questionnaire attached. This questionnaire contains parental consent, waiver and Covid disclaimer sections that need to be agreed to before a player can play soccer. **If the base registration has NOT been purchased by the parent, the child is NOT eligible to play.**
- *Competitive, Academy, OPDL fees* – As players accept their invitation, the coaches fill in a spreadsheet. Once teams are mostly complete, the Registrar will use this information to “add” the applicable fee to the player accounts and send an email to the parent with detailed payment instructions and a deadline to make the payment or make installment arrangements by.

As the Registrar adds fees to the accounts, she is also checking to make sure the player has purchased the base competitive fee and the evaluation fee (as applicable). If any fees are missing, she will add them to the account and include this in the email she sends to the parent.

Financial Assistance may be available for parents who are having difficulties meeting their payment obligations if they qualify. If a parent asks you about this, refer them to the information on the Ottawa TFC website under [Financial Assistance Programs](#).

UNPAID FEES will not be tolerated. If registration fees are NOT paid, or the parent has NOT discussed the fees with the office and worked out a payment plan, that player will NOT be IN GOOD STANDING* and eventually, will not be allowed to play or practice with the team. It is required for all members to communicate with the office, in order to set up a payment plan or explore options on how to pay the registration fees. No communication will lead to collection type emails, coach involvement and ultimately the player being prevented from playing.

** Good Standing: As per Ontario Soccer: a registered individual and/or member organization shall be deemed "Not in Good Standing" if their membership status is either suspended or expelled, if they have overdue unpaid fees, dues, or other obligations to their Governing Organization or to a sanctioned member and/or competition.*

TEAM LIST & TEAM ROSTER REPORT (TRR)

Team Managers play a very important role in getting their players and team staff registered with Ontario Soccer. It starts with knowing who your players and team staff.

Once you have a list of players from your coach, send an email out to all parents reminding them to register their kids and pay the registration fees. It would be very helpful to remind the parent which fees are applicable as well. If parents need to make arrange installments, please make sure to tell them to contact the registrar, register@ottawatfc.com

- 1) The team list is a list of your team's players and staff. This lets the Registrar know who is on your team. Once your team is mostly complete, fill in the [Team List](#) and send it to register@ottawatfc.com. The link can also be found in the Team Manager's Corner. **It is very important that you do this as soon as possible so the Registrar has time to process it.**

Regardless of the player's registration or payment status, include ALL players and team staff on your Team List. The registrar will then begin work to confirm the fee status of the players, assign players and team staff to teams in the database and ultimately register them with Ontario Soccer for insurance purposes.

- 2) The Team Roster Report (TRR) is an official list of players and team staff who have been registered with **and approved** by Ontario Soccer. It is proof that your players and team staff are "eligible" and are insured for the season.

Registration with Ontario Soccer is done by the Ottawa TFC Registrar from the information you provide on your *Team List*. Approvals with Ontario Soccer take 1-3 business days. Please keep in mind this timeframe, if you have an event coming up and need a current TRR.

Once your players and team staff are approved, the Registrar will send you an official TRR for your records. Keep this document handy. This form contains all of the information you will need for your team for league play and to register for festivals, tournaments, applying for Travel Permits or Applications to Host Exhibition Games

(AHEG), including: Team name, registered players and team staff, Ontario Soccer number's under the Membership ID Column.

Reminder: ONLY players whose fees are "in good standing" *will be added to the TRR and are eligible to play. The Registrar will communicate any fee issues affecting registration with you. It would be greatly appreciated if you could let the parent know there is a fee issue preventing their child from playing (and to contact register@ottawatfc.com).

* It is possible for a player's fees to be current when the player is initially added to the TRR and then they fall into arrears. In these cases, players will not be removed from the TRR. Instead, the office will follow-up with the parent and may reach out to the Coach to discuss a possible temporary suspension from play until the fees get back on track.

ACTIVATING PLAYERS AND STAFF

Summer season - ERSL league

In the summer, all competitive players, U9 to U18, and team staff who have been registered (by the Registrar) with Ontario Soccer, approved and appear on your official TRR have to be "activated" by you in the league system database (with one exception).

Exception: U9 to U12 players - The Registrar will activate all Ontario Soccer approved players in this age range the week in which the league starts. Managers only need to activate the approved team staff from the TRR.

During the week leading up to the league start date, the Registrar and the office is very busy with last minute things. This may mean a player may *not* have been activated and possibly was *not* added to your TRR. When preparing your game sheet, *as long as the player does NOT have any registration fee issues*, your Coach may suggest you use the name of another player who will not be at the game. PLEASE NOTE this should be a temporary measure. If after two weeks, the player in question is not on your TRR or has not been activated, send an email to register@ottawatfc.com. It is entirely possible the Registrar is not aware of this player.

ERSL website: <https://ersl.e2esoccer.com/>

ERSL Activation instructions: https://ersl.e2esoccer.com/Downloads/Team_Activation_Instructions.pdf. The "activation code" should be sent to you by the Lead Manager.

Winter - EODSA and Coliseum leagues

In the winter, U9 to U12 competitive players will play in the EODSA WDL (Winter Development League). U13 to U18 competitive players will play in the Coliseum league.

- **U9 to U12 players** (WDL league) - As in summer (per the above), all U9 to U12 players will be activated by the Registrar. Managers will need to activate their Team Staff listed on their official TRR. The exception and fyi above are applicable here as well.

[EODSA Winter Development League](#)

Activation instructions: Click on "Activate" in the left menu bar. The "activation code" should be sent to you by the Lead Manager.

- **U13 to U18 players** (Coliseum league) - Managers will need to activate all approved players and team staff from your official TRR. All Activations are done in the “Soccer”, “Team Management Tools” section of the website once you login to your account.

[Coliseum website](#)

EODSA PLAYER ID CARD

For more information, visit the [EODSA website](#).

TEAM MEETING AND ADMINISTRATIVE FUNCTIONS

General Meeting

A general meeting is held shortly after the upcoming season’s evaluation (tryout) process is complete. The meeting is divided by age group, which allows for the dedicated coaches to attend. The Club Head Coach provides an overview of the vision, objectives, and priorities for the soccer Club. This is an excellent opportunity for you to gain a better understanding of how the Club works and what it strives to accomplish. It is also the perfect place for you to ask questions because most of the coaches and support staff attend.

Team Meeting

The last half of the general meeting is always set aside for individual team meetings. We know that parents commit a lot of time to sports for their kids and we respect their commitment. You are a case in point. We don’t want to abuse it! Therefore, it is important that your team meeting be organized and that it starts and ends on time.

The coach will take a few moments to introduce himself/herself. Present yourself and any other team staff, if you have already selected them. Take a moment to have all parents introduce themselves. This may be the only formal team meeting you have during the season so take advantage of it! You can use the agenda template as a guide for your meeting. It can be found under the Team Manager’s section

Documents parents must submit to Team Manager

- 1) The [Code of Conduct](#) is no longer handled at the Team Manager level. The Code of Conduct is signed by all parent’s when they purchase their child’s “base competitive” registration.
- 2) The [Medical Information Sheet](#) provides managers and coaches with valuable information about any medical conditions that a player may have. This form must be completed by every player.

Note: This information MUST always be KEPT CONFIDENTIAL and only shared on a “need to know” basis. The Manager and Coach should keep an electronic copy. In this way, the information is available whether the player is at a practice or a game.

Other Team Staff volunteers

Each team requires a Treasurer and Equipment Manager. Make sure that these positions are filled as soon as possible. Some managers choose to take on one or both of these duties. Please do so at your own risk!

Treasurer

The Treasurer is responsible for managing all funds related to the team. This may include writing cheques for tournaments/festivals, equipment expenses and team building events. The treasurer is also responsible for collecting all funds for these activities.

Most teams set up a bank account. To do this, the Treasurer needs a letter from the Club Admin that they can provide to the bank. To request the letter, send an email to admin@ottawatfc.com with the following information:

- Name of the account you want to open: E.g., OTFC OPDL 2006 girls or OTFC Regional Red 2005 boys. Naming with year versus age level allows you to keep the account for many years and then only have to change the signing authorities.
- Signing authorities: List the full names of the people (minimum of two) who will have signing authority on the bank account and their team position (signatories should be part of the team staff).

Budget

The Treasurer will need to keep close track of team specific expenditures such as tournaments, etc. Once these costs are finalized, you can let the parents know how much the treasurer will be collecting per player for team fees. Slightly overestimating is always a good practice because extra money is always needed for unplanned events such as a team fine, extra costs during tournaments, etc.

Consideration should be given to:

- Tournaments
- Team building events
- Bank fees (there are some banks that offer community accounts without charges)
- Equipment (bench, tent, etc.)

Budget and actuals are to be submitted to the competitive director, 30 days after the end of the season. The team manager is responsible to deliver this to the competitive director within 30 days of the end of the season. You can send your information to <to be updated>.

You can access the [Expenditure Report](#) on the website.

Equipment Manager

The Equipment Manager is responsible for obtaining the equipment bag and balls from the Clubhouse at the beginning of the season. This position is also responsible for setting up the field for all home games. This includes setting up the flags to mark the field, setting up the nets and providing a game ball. Equipment bags can be picked up at the clubhouse during [equipment hours](#).

Teams will require a postdated cheque in the amount of \$250. This amount includes your equipment bag deposit and bond fee. The postdated cheque will only be deposited if the equipment has not been returned and as well if the team is issued fines from their league (that haven't been paid). If the team has no issues with fines and returns their equipment, then they will get their postdated cheque back.

UNIFORMS

All competitive uniforms will be ordered by the parent through Evangelista - Ottawa TFC's uniform and club apparel supplier. Evangelista also sells Club apparel such as a backpack, rain gear and track pants if parents are interested.

The link to Evangelista is located on the Ottawatfc.com main page under the [Uniforms and Club Apparel](#) tab in the left menu bar. Here is the direct link:

Each player should have the following:

- *Home uniform*: red jersey, red shorts*, and red socks
- *Away uniform*: white jersey, red shorts*, and white socks
- *Practice uniform*: grey training shirt**, red shorts, and red socks

**white shorts are only required for OPDL teams and/or as requested by the coach.

** Each player receives ONE **free** grey training shirt. Additional shirts (and sometimes red socks) are available for purchase from the Clubhouse during equipment hours. The website will be updated with the hours. Currently, the equipment office is open by appointment only. Parents should send an email to equipment@ottawatfc.com.

PRACTICES AND GAMES (LEAGUE, EXHIBITION)

Teamsnap will become your best friend! Both practices and games should be entered into this application as soon as you receive the information. An email should be sent to parents and players letting them know that they can access Teamsnap for the schedules.

Practices

You will either receive your practice schedule via the website or your club staff coach to the team coach/manager.

Your priority is to enter the practices in Teamsnap so that parents and players can plan ahead. Remind parents and players to update their availability for practices. If you need any assistance with TeamSnap you can email leadmanager@ottawatfc.com.

LEAGUE GAMES

The game schedule and rules are unique to each league. It is extremely important to read the emails provided by the Lead Manager (club) and the league you are participating in. We/they will send LOTS of emails regarding your responsibilities to understand the policies, procedures and account activation. You will be required to read league instructions and watch webinars.

Some commonalities amongst most leagues:

- Do not contact the league directly, unless specifically directed to by the league. You can contact the Lead Manager at leadmanager@ottawatfc.com to ask your questions and they can contact the league on your behalf or direct you of the correct procedure.
- Only players/team staff listed on your TRR can be added to the league site.
- Game sheets will be printed from the league system (**no handwriting** on game sheets, unless specifically told you are allowed to by the League). Do not leave printing your game sheets to the last minute. It is better to add players to your gamesheet and cross them off.

- Player numbers will be needed for the game sheets.
- Game reports are to be completed after the game. There is a certain timeframe to complete these.
- Call-up rules will differ from each league. Please ensure you understand the rules around which players you can call up, the process ensuring they are eligible to play for your game and the number of times they can play up. Generally, a Play Up Permit is required and needs to be approved by the club before their name can show up as an option for your game sheet. Do not leave Play Up Permits to the last minute.
- Player cards (refer to earlier section) are required for U13+, You do not need to show cards if your team is aged U8-U12; however, it is still good practice to have the cards on hand. Team staff also need to have OSA ID Cards (player cards)

Exhibition Games

The club or your coach may arrange for your team to play in exhibition games. Sometimes the field and referee are already arranged by the club. Sometimes you will be required to pay the referee cash at the field. If this is the case, it will be communicated to you prior to the game. If you need to book a field, contact: admin@ottawatfc.com. If you need to arrange a referee, contact: headreferee@ottawatfc.com

The district previously gave blanket authority for two inter-district teams playing each other.

Now you must apply for an *Application to Host Exhibition Game (AHEG)* if you are the hosting team. AHEGs are completed in the [Competition and Travel Management System \(CTMS\)](#) website. New users need to click on Register to create an account. Existing users can click on Login.

When you have completed your AHEG application, please email the club admin@ottawatfc.com and vlad@ottawatfc.com and let them know you have applied for an AHEG and provide the AHEG #. Please keep in mind that depending on the opponent you may need 2 or 3 levels of approval. An exhibition game sheet from each team is always required for an exhibition game with a referee.

Exhibition Games procedures: <https://www.eodsa.ca/DisplayPage.aspx?PageID=122>

AHEG approvals:

- Inter-district/Ontario team - Club and District approval
- Other Canadian team (Out of Province) - club, district and OSA approval, submission timeline 10 days
- Team from outside Canada - club, district, OSA and Canada Soccer approval, submission timeline 21 days

EXHIBITION GAME SHEETS

You can either complete the [fillable form](#) on the computer or print it and hand-write*.

*REMINDER: league game sheets DO NOT allow handwriting.

FESTIVALS/TOURNAMENTS

As part of the Ontario Soccer League's (OSA) long-term player development vision, teams aged U8-U12 can only participate in festivals, with U11-U12 granted less restrictions. Some teams are permitted to attend memorable events, which may include a tournament.

Teams aged U13-U19 can participate in tournaments.

Ontario Soccer has an automated Competition and Travel Management System (CTMS). This system will be used for travel permits, tournament and festival applications and international transfer applications. You can access this system at <http://ctms.ontariosoccer.net/>.

If the tournament is outside of the city, you must request a travel permit (ATF) as discussed in the next section. Once you know which tournament your team will be participating in, complete the travel permit. DO NOT wait until the 11th hour to complete it. Everything you need for filling out the travel permit form is on your TRR. If your tournament is outside of the province, you will need a "Permit to host a tournament" or "sanction certificate" provided by the tournament organizers at their tournament website.

Teams travelling outside Canada and the U.S.A.

Documents that must be included with the travel permit (ATF) as attachments:

- A copy of documents containing information about and proof of sanctioning of the competition.
- The tournament rules, received from the tournament host and/or exhibition game host.
- Applicable accident/injury/illness medical travel insurance.

TRAVEL PERMIT APPLICATION (ATF)

- First, you must create a login. Once you create an account, send an email to admin@ottawatfc.com and vlad@ottawatfc.com to have your account approved.
- Complete the Travel Permit Form (ATF).
- Notify the Club (admin@ottawatfc.com and vlad@ottawatfc.com) that you entered the ATF online.
- You can now track your application using your login.
- A Club official will review the application and approve through CTMS and send it to the District, for approval.
- District will approve the application through the online system.
- You will receive an email confirmation, once the application is approved. You can print the approved application.

BOOKING A HOTEL

While you are waiting for the travel permit, you should book the hotel. Most soccer tournaments have already made arrangements with nearby hotels. Check the tournament website first or speak with the tournament coordinator to see if such an arrangement has been made. It will save you a lot of time! Most hotels have an event coordinator who specializes in booking large groups and sports teams. Deal with this person so you get a special rate for rooms.

FUNDRAISING AND SPONSORSHIPS

Fundraising

Please review the Fundraising Policy that can be found on the website under *Documents and Policies*. This policy outlines activities that are considered "pre-approved". Activities that do not fall under the "pre-approved" category MUST be approved by the club. If you are unsure, please don't hesitate to contact the club with your fundraising inquiries. All marketing and promotional materials used for fundraisers MUST be approved by the club.

Should your team wish to participate in any fundraising event, pre-approved or not, the club kindly asks that a team representative fill out a [Fundraising Application Form](#) found and downloaded from the Ottawa TFC website at the link below. This allows for the club to be up-to-date on all external activities that include the Ottawa TFC brand to ensure that the club is being represented well. For any further questions and all fundraising inquiries please contact fundraising@ottawatfc.com

SPONSORSHIPS

Before accepting any sponsorship arrangements, refer to the Ottawa TFC [Sponsorship policy](#) for information.

IMPORTANT LINKS

[Refunds - Ottawa TFC](#)

[Eastern Ontario District Soccer Association \(EODSA\)](#)

[Ontario Soccer](#)

[East Region Soccer League \(summer\) \(ERSL\)](#)

[Ontario Player Development League \(OPDL\)](#)

[EODSA Winter Development League](#)

[Coliseum Winter League](#)

[Competition and Travel Management System \(CTMS\)](#)